

# WATER RESOURCES FUND

## PROGRAMS

	2010-11 Actual	2011-12 Budget	2012-13 Adopted	2013-14 Projected
<b>Water Resources Administration</b>				
Water Resources Administration directs, plans, and coordinates all water and sewer operations including billing, engineering, and operations of plants and infrastructure systems, as well as the same functions of the stormwater utility (within a separate fund). It is also this area's responsibility to plan for long term utility needs of the city and seek alignment of utility plans and policies with the overall goals of the City of Greensboro. This area serves the human resources, public education, and technology needs of the department as well.				
<i>Appropriation</i>	8,323,716	9,406,002	9,193,995	9,250,778
<i>Full Time Equivalent Positions</i>	13.5	13.5	15.0	15.0
<b>Billing and Customer Information</b>				
The Billing and Customer Information Division is responsible for capturing data from over 100,000 water meters and each year generating over one million bills for customers on both a monthly and quarterly basis. This division maintains customer information such that accurate and timely billing information is available to all water and sewer utility customers.				
<i>Appropriation</i>	3,180,711	3,400,985	3,391,476	3,408,815
<i>Full Time Equivalent Positions</i>	34	34	33	33
<b>Engineering</b>				
The Engineering Division manages the long range capital plan of the water and sewer utility and executes the engineering and construction of projects that support the maintenance, expansion, and compliance strategies of these systems. The current capital plan of major projects spans several years; roughly \$25 million annually is actually spent as these projects are constructed over multiple years.				
<i>Appropriation</i>	1,310,048	1,178,937	1,337,716	2,638,752
<i>Full Time Equivalent Positions</i>	9	9	10	10
<b>Water Supply</b>				
The Water Supply Division is responsible for maintenance and operation of the reservoir system, two water production facilities, and delivery of quality water through the transmission system that meets or exceeds all standards for drinking water. The division includes laboratory facilities to assure quality of product. As interconnections to other city's water supplies have become a part of the Greensboro supply strategy, Water Supply also manages the delivery of these supplies to the Greensboro system.				
<i>Appropriation</i>	14,048,891	14,571,565	16,910,005	16,812,936
<i>Full Time Equivalent Positions</i>	45.375	45.375	45.375	45.375
<b>Water Reclamation</b>				
The Water Reclamation Division accepts all liquid wastes generated by the residential and commercial community, treats that waste and releases it into the environment in a manner that is consistent with the requirements of environmental law. Facilities include two water reclamation plants and one biosolids incineration facility.				
<i>Appropriation</i>	11,232,710	13,218,335	13,301,553	14,390,056
<i>Full Time Equivalent Positions</i>	56	56	56	56
<b>Construction and Maintenance</b>				
This division constructs, maintains and repairs the water & sewer pipes, sewage pump stations and metering system, and installs all new customer connections.				
<i>Appropriation</i>	27,348,266	28,437,530	30,654,982	38,560,506
<i>Full Time Equivalent Positions</i>	159.75	158.75	160.75	160.75
<b>Debt Service</b>				
Funding used to make debt principal and interest payments is derived from operating revenues.				
<i>Appropriation</i>	25,634,795	20,791,747	21,501,581	21,319,798

## Departmental Objectives

- Invest in capital improvements that increase water and sewer capacity and availability.
- Conduct water, sewer, and stormwater plan reviews and feasibility studies in a timely manner.
- Study water, sewer, and stormwater infrastructure within identified reinvestment corridors to determine needed improvements.
- Maintain water and sewer infrastructure to ensure that customers' needs are met.
- Take measures to ensure regulatory compliance standards are met for water and sewer.
- Work to improve fire flow capacity in the water distribution system.
- Provide accurate bills, billing conveniences, and timely service to customers.
- Provide training and certification opportunities to employees, in part, to ensure regulatory compliance and succession planning.
- Complete work orders and mission critical functions within departmental adopted standards.
- Support and promote City services and communicate effectively with both internal and external customers.
- Develop and manage Water Resources budgets to efficiently provide quality water, sewer, and stormwater services that meet the demands of the community.
- Identify and implement cost saving measures and increased revenue generating opportunities.
- Identify and secure outside funding.
- Promote and educate employees in workplace safety and wellness.

## PERFORMANCE MEASURES

	2010-11 Actual	2011-12 Budget	2012-13 Adopted	2013-14 Projected
<b><u>Workload Measures</u></b>				
● Number of water customer accounts	101,724	102,275	103,000	103,600
● Average water MGD treated daily	33.8	33.0	33.5	34.0
● Average wastewater MGD treated daily	27.7	30.0	30.5	31.0
<b><u>Efficiency Measures</u></b>				
● Maintenance personnel per 100 miles of sewer line	2.42	2.42	2.60	2.60
● Maintenance personnel per 100 miles of water line	2.30	2.20	2.20	2.36
● Peak day water demand- % of capacity	73%	66%	66%	72%
● % of wastewater system capacity utilized	66%	66%	66%	66%
<b><u>Effectiveness Measures</u></b>				
● Billed water as a percentage of finished water	86%	85%	85%	85%
● Percent of water main breaks repaired within 24 hours	99%	95%	95%	95%
● Percent of weeks compliant with NPDES Permit at T.Z. Osborne Wastewater Plant	98.6%	98.0%	98.0%	98.0%
● Percent of weeks compliant with NPDES Permit at North Buffalo Wastewater Plant	100.0%	98.0%	98.0%	98.0%



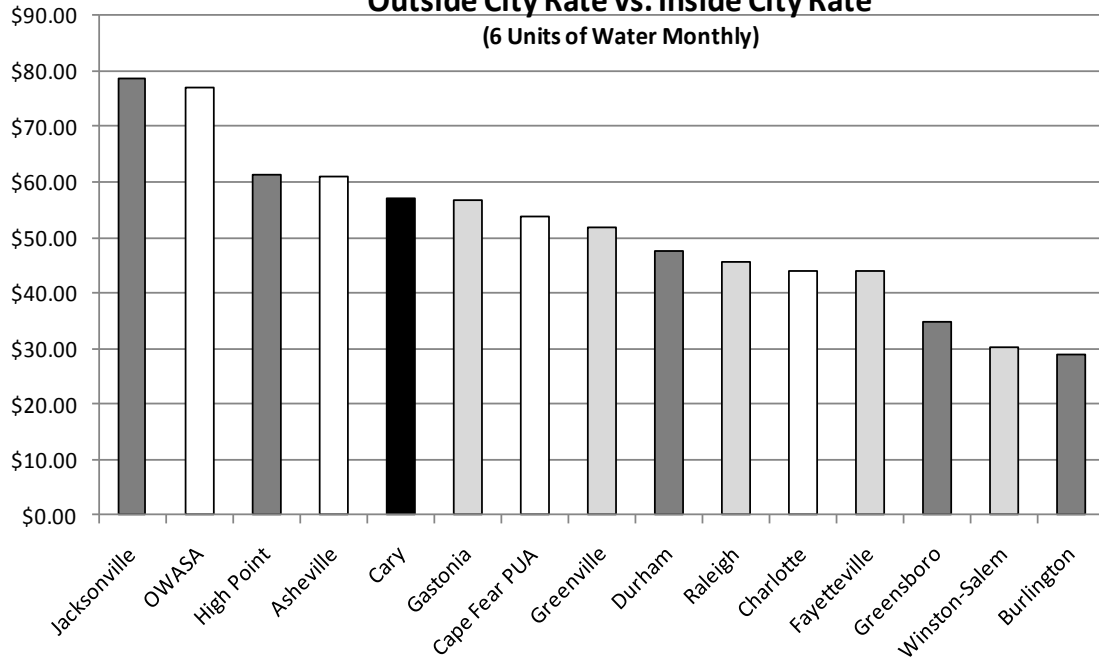
**BUDGET SUMMARY**

	2010-11 Actual	2011-12 Budget	2012-13 Adopted	2013-14 Projected
<b>Expenditures:</b>				
Personnel Costs	18,306,789	18,837,317	<b>19,291,468</b>	20,167,937
Maintenance & Operations	71,984,695	71,690,784	<b>75,841,040</b>	85,037,804
Capital Outlay	787,653	477,000	<b>1,158,800</b>	1,175,900
Total	91,079,137	91,005,101	<b>96,291,308</b>	106,381,641
Total FTE Positions	317.625	316.625	<b>320.125</b>	320.125
<b>Revenues:</b>				
Water and Sewer Services	84,964,260	85,934,518	<b>85,285,667</b>	89,056,811
Assessments	(4,447)	20,000	<b>20,000</b>	20,000
Capacity Use Fees	2,239,805	1,600,000	<b>2,000,000</b>	2,000,000
Industrial Waste Control	1,135,861	900,000	<b>900,000</b>	900,000
Water Line Connections	164,599	120,000	<b>150,000</b>	150,000
All Other	5,101,596	2,180,500	<b>2,452,500</b>	2,267,500
Appropriated Fund Balance	10,976,937	250,083	<b>5,483,141</b>	11,987,330
Total	104,578,611	91,005,101	<b>96,291,308</b>	106,381,641

**BUDGET HIGHLIGHTS**

- The Water Resources Adopted Budget is increasing by approximately \$5.3 million, or 5.8% as compared to the FY 11-12 Budget.
- The FY 12-13 Adopted Budget does include a rate increase for Water Resources. The rate increases by 3.0% for residents inside city limits, and 7.5% for residents outside city limits. This raise in the rates would mean a \$1.04 increase per month for city residents and a \$5.51 increase per month for non-city residents (average residential bill is calculated at 6 units; 1 unit = 748 gallons).
- The FY 12-13 Adopted Budget reflects an approximate increase of \$709,000 in payments associated with Water and Sewer Bond Retirement. Total debt service is approximately \$21.49 million. Expenditures associated with capital costs such as improvements or capital equipment purchases is budgeted at approximately \$1.16 million, or 143.0% more than FY 10-11. This increase is partially due to the purchase of an additional vector truck, which is used for the maintenance of sewer lines.
- Two additional sewer maintenance positions will be hired in order to operate the new vector truck. The new truck and the 2 positions are needed to clean more sewer lines because of the increase in spills over the last few fiscal years.
- This budget increases the transfer to the Water & Sewer Capital Improvements Fund account by approximately \$316,000, or 2.2%. This transfer totals approximately \$14.83 million for the FY 12-13 Adopted Budget.
- Maintenance and operations in the department increases by approximately \$4,175,000 or 5.8%. This increase is due to many factors that include the increased cost for fuel and chemicals to treat water. In addition to operations costs, the department now is paying for the maintenance of water tanks, which includes the painting of the tanks, out of its operating budget instead of its capital fund.
- The FY 13-14 Water Resources Projected Budget increases by approximately \$10,065,000 or by 10.5% compared to the FY 12-13 Recommended Budget. This rise in expenditures is mainly due to an increase in the transfer to the Water and Sewer Capital Reserve Fund. This fund is used for the capital construction needs for the water and sewer system. These funds will be used instead of bond funds on future projects, which will help to reduce future debt needs.
- Please see the graph on the next page for average rate comparisons with comparable water/sewer utilities in the State of North Carolina. In addition, the graph shows a comparison of each North Carolina city/regional utility's outside city rate vs inside city rate. The graph legend explains the shades of the graph bars when it comes to its relationship between outside city rates vs. inside city rates.

### Average Water and Sewer Charges in NC Cities/Regional Utilities and Outside City Rate vs. Inside City Rate (6 Units of Water Monthly)



Rates as of 1/2012 (1 Unit = 748 gallons)

#### Outside City Rate vs. Inside City Rate

- Outside = Inside Rate
- Outside < 2X Inside Rate
- Outside Roughly 2X Inside Rate
- Outside 3X Inside Rate



This page intentionally left blank.